

Issue: Identifying a Powertrain and General Claim

1. To search for a contract holder, refer to [SOP: Contract Holder Search CMS CS](#) for assistance.
2. You will land on the Claim page.
 - a. If the claim is Powertrain, under “Claim Type” it will say “Powertrain.”
 - b. If the claim is Non-Powertrain, under “Claim Type” it will say “General”.

Related References and Documents:

[SOP: Contract Holder Search CMS CS](#)

Source: Identifying a Powertrain and General Claim All Departments



SOP: Identifying a Powertrain and General Claim

Purpose

This SOP is intended to outline identifying a Powertrain and General claim.

Teams Impacted

- All Departments

Procedure

- To search for a contract holder, refer to [Contract Holder Search CMS CS](#) SOP for assistance.
- You will land on the Claim page.
 - If the claim is Powertrain, under “Claim Type” it will say “Powertrain.”

The screenshot shows the 'Claim Details' section of a claim page. The 'Claim Type' is highlighted with a red box and labeled 'Powertrain'. The 'Claim Status' is 'Open'. The 'Adjuster' is 'Patrick Haymes'. The 'Repair Facility' is 'Sport Durst Mazda of Goldsboro'. Below the 'Claim Details' section, there is a 'Related' tab, a 'Details' tab (which is active), and several other tabs: 'Interactions', 'Estimate', 'Notes', 'Source/Order Parts', 'Authorizations', and 'Payable'. Under the 'Details' tab, there is a 'Matters (0)' section and an 'Information' section. The 'Information' section contains fields for 'Claim Number' (2102040), 'Account' (KENDRICK DAVIS), 'Contact', 'Claim Type' (Powertrain), 'Status' (Open), 'Processing Status', 'Authorization', 'Claim Paid Status', 'Owner Name' (Patrick Haymes), 'Paid' (\$0.00), 'Policy Number' (MRF4321886), 'Contract Sequence', 'Insured Asset' (IPA-01793259), 'Repair Facility' (Sport Durst Mazda of Goldsboro), and 'Repair Facility Contact'.

- If the claim is Non-Powertrain, under “Claim Type” it will say “General”.

The screenshot shows the 'Claim Details' section of a claim page. The 'Claim Type' is highlighted with a red box and labeled 'General'. The 'Claim Status' is 'Denied'. The 'Adjuster' is 'Michael Mortenson'. The 'Repair Facility' is '28205 MEINEKE CAR CARE STORE # 49'. Below the 'Claim Details' section, there is a 'Related' tab, a 'Details' tab (which is active), and several other tabs: 'Interactions', 'Estimate', 'Notes', 'Source/Order Parts', 'Authorizations', and 'Payable'. Under the 'Details' tab, there is a 'Matters (0)' section and an 'Information' section. The 'Information' section contains fields for 'Claim Number' (2098440), 'Account' (SHANNON WARD), 'Contact', 'Claim Type' (General), 'Status' (Denied), 'Processing Status', 'Authorization', 'Claim Paid Status', 'Owner Name' (Michael Mortenson), 'Paid' (\$0.00), 'Policy Number' (MRF4322517), and 'Repair Facility Contact'.



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Approval & Revision

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